

My Account user guide

Forgotten Password.



If you have forgotten your password, please click on Log in and select link to '**I have forgotten my password**'.

You will then be asked to enter your e-mail address and enter a new password.

Home > Do it online > Log in

My account

Log in

Register

Forgotten password

Log in

Before you log in, please make sure that the address shown in the bar at the top of your Web browser starts with:

"https://auth.gfaid.co.uk/gfa/login"

If it does not, someone may be attempting to steal your password.

Please supply your email address and password to log in to this service

If you already have a **Lewisham Council Online Account**, please enter the email address and password you use for that service.

Email address

Password

Log in

[I have forgotten my password.](#)
[I need to register for this service.](#)

London Borough of Lewisham Tel: 020 8314 6000 (24 hours) [Contact us](#)

Home > Do it online > Forgotten Password

My account

Log in

Register

Forgotten password

Forgotten password - step 1

Please enter the email address you used to register with this service

Email address

Continue to Step 2

[Take me back to the log in page.](#)
[I want to register.](#)

My Account user guide



Home > Do it online > Forgotten Password

My account

- Log in
- Register
- Forgotten password

Forgotten password - step 2

Please choose a new password below. It must be between 6 and 15 characters long.

Your password

Confirm password

When you click submit we will email you an activation link for your new password. Click on the link in the email and follow the instructions to complete this process.

Submit

Home > Do it online > Forgotten Password

My account

- Log in
- Register
- Forgotten password

Forgotten password - Complete

We have sent you an email with an activation link in to confirm your new password. When you receive the email, click on the link and follow the instructions. Please note that your new password will not work until you click on the activation link in the email.

You have 48 hours to complete this process. If you don't receive the email or 48 hours has passed then you can go through the Forgotten Password process again.

If you don't receive the email, you may [restart the forgotten password process](#).

You will then receive an e-mail from web.communications@lewisham.gov.uk which will ask you to complete the process of changing your password.

NOTES:

- Please check your spam or junk folder or click Send/Receive if using Outlook if you do not receive the email in 5 minutes after clicking submit.
- The activation link is valid for 48 hours. If you did not click on the activation link during this period, please restart the forgotten password process.

Please select the link as shown below.

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-----Original Message-----

From: web.communications@lewisham.gov.uk [<mailto:web.communications@lewisham.gov.uk>]

Sent: 22 July 2011 14:55

Subject: Your Password Reset Confirmation

Dear Sir/Madam,

You are receiving this message because you recently requested to reset your password.

In order to complete the process, please click on the link below and then follow the instructions to confirm your new password.

<https://auth.gfaid.co.uk/gfa/pwresetconf/lewisham/?c=fga7eC>

We look forward to continuing to be of service to you.

Sincerely,

Web communications team - Lewisham Council

You will then be presented with the screen below, please click on the green 'Confirm' box.

NOTE: You have to click **Confirm in order for your new password to be active**

Home > Do it online > Forgotten Password

My account

- Log in
- Register
- Forgotten password

Forgotten password - Confirmation

To confirm and complete the forgotten password process please click on the button below.

Confirm

The following screen will then appear, please select the green 'log in' box

Forgotten password - Complete

Thank you. Your password has now been reset. Please log in using the button below.

Log in now

This will then take you to the Lewisham Home page, please select Login/Register tab at the top of the page.